

Microsoft Interactive Training

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Microsoft
Office xp

Step
by
Step
Interactive

This course provides in-depth training on Microsoft Office XP Pro. Simulation exercises based on real-life scenarios provide hands-on experience with hundreds of tasks at a variety of skills levels.

- Course length: 22 lessons, 14+ hours of training
- Skill levels: beginner, intermediate, and advanced
- Other features: comprehensive glossary, user tips, interactive assessment questions

COMMONWEALTH OF PUERTO RICO
DEPARTMENT OF EDUCATION

César A. Rey Hernández, Ph.D.
Secretary

Letter to Atty. Jane E. Mago, General Counsel
to the Federal Communications Commission

January 30, 2003

EXHIBIT IV

- PRDOE's update presentation to USAC of April 26, 2002

Status of School Network Project (ERate funded)

Puerto Rico Department of
Education

April 26, 2002



Background details

- 📄 Previous presentation
 - Jan 15, 2002
- 📄 Integrated three sided strategy:
 - Center (network)
 - Schools
 - PRDOE (central office)
- 📄 PRDOE fund commitment
 - Children's Trust Fund

April 2002

(Confidential)

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Background details

- QZAB bonds
- Local funds

USAC requests from last meeting

- Auditable report
 - Submitted
- Summary of payments made to vendors
 - Auditors still working on it
 - Not enough data found
 - Exhibit 1: Table of payments

April 2002

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Background details

- Other documents sent
 - Copy of indictment

Year 5 application submitted

Funding for year 4 still pending

- Needed to continue with recovery
- “Agreement” for one vendor cancelled

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Three sided strategy: center

Detailed evaluation for all schools

- Performed last February
- Collaborative effort using technicians from several government agencies
 - 100 groups of 2 technicians, 16 schools per group, 4 schools per day, 4 days
- Data collected from 1,184 schools (77%)
 - Data from 25 additional schools received later

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Three sided strategy: center

- Preliminary findings confirmed
 - Servers and comm equipment installed in inappropriate places (24%)
 - Innapropriate electrical connections (48%)
 - Innappropriate security (40.5%)
 - Lack of ventilation in cabinets (38%)
 - Lack of furniture to place the equipment
 - Very little knowledge regarding the benefits of the project
 - School directors not involved in the project

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Three sided strategy: center

Seek accountability from vendors

- Jan 15: “In 2 months we went from 2 schools to 216”
- In the following month we went from 216 schools to less than 100
 - One Internet access contract cancelled
- But then back again to 318+ schools communicated and accessing Internet
 - Only phase 1 schools

April 2002

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Three sided strategy: center

- Exhibit 2: Report on school status
- New school setup in 400 schools
 - New cabinets (larger size, properly located, UPS, fans, proper electrical outlets, 12 additional drops in school library)
- Uptime stability improving
- Third party (Microsoft) certification
- Effort still going on
- Exhibit 3: Cabinet pictures

April 2002

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Three sided strategy: center

Centralized administration/support approach

- Has proven to be very useful, particularly for:
 - Troubleshooting, server administration and software distribution,
- “Wake on LAN” capability required on servers

April 2002

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Three sided strategy: schools

Provide computers to schools

- 42 laboratories ready to be used:
 - No access to Internet in phase 2 schools due to cancellation of Internet access contract
 - Exhibit 4: Mobile lab pictures
- 25 new fixed laboratories about to be finished (May 1)
 - Exhibit 5: Fixed lab pictures

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Three sided strategy: schools

- 33 new labs (fixed + mobile) being installed
 - Competitive approach
- Computer bid been conducted
 - 3,000 desktop computers
 - To provide quick access to Internet
 - Temporary alternative
 - Installing laboratories takes longer (procurement time, implementation time)

April 2002

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Three sided strategy: schools

- Exhibit 6: RFP for desktop computers
- New bid for laboratories
 - 300 new laboratories
 - Mobile + fixed
- 📄 Design/implement teacher training program
 - 12,498 teachers trained as of Jan 15

April 2002

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Three sided strategy: schools

- 4,300 extra teachers trained by the end of this semester
- 3,000 teachers to be trained during summer
- Exhibit 7: Memo from Ana Helvia Quintero on professional development, Training table (by region)

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Three sided strategy: schools

- Design/implement programs to start using technology as a teaching tool
 - Training conducted for 155 teachers from 31 “Escuelas de Iniciativa”
 - Course delivery system (Blackboard), productivity tools
 - More than 150 activities already designed
 - Mobile labs already being used
 - Exhibit 8: CENIT report, photos

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Three sided strategy: schools

Other activities:

- Designed technology standards for students, teachers and administrators
- Designed course outlines for:
 - Integration of computers in curriculum
 - Internet as a research tool
 - Comply with “No child left behind”
 - Exhibit 9: Standards, outlines
- Title 2-d funds oriented towards our technological and academic plans

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Three sided strategy: schools

Implement a school repair program

- Electrical repairs being conducted
 - 13 electrical stations
 - 150 power distribution repairs
 - Exhibit 10: Electrical needs table
- Electrical repairs from Proyecto 1000
 - See separate report

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Three sided strategy: PRDOE

Build new local area network infrastructure

- Project almost finished
 - At least 80% completed
- Exhibit 11: LAN project purchase order and photos

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Three sided strategy: PRDOE

Implement new server infrastructure

- Bid is being conducted
 - Exhibit 12: RFP for server infrastructure
- Proposals already received (April 18)

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Three sided strategy: PRDOE

Establish Help desk

- Help desk tracking software already installed
 - Exhibit 13: Help desk reports
- 84 support technicians will be trained this summer to provide support locally to districts
 - Exhibit 14: CITED photos

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Three sided strategy: PRDOE

District directors being involved in the project

- One director from each region
- Approach to make them “project owners”
- Meeting already held with district directors

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Three sided strategy: PRDOE

Project administration

- Steering committee appointed to closely follow up on the project
 - Headed by Dra. Collazo
 - Associate Executive Secretary of Education
 - Weekly meetings
 - Follow up reports

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Things to be addressed

Maintenance and support

- Increase school Help desk support
 - Train Help desk people
- Establish centralized/distributed maintenance/service group (year 5)

Improve stability in communication lines

Accelerate procurement process

Accelerate academic projects

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Pending issues

☞ Recovery of Phase 2 schools

☞ Year 4 funding

– Urgently needed to:

- Install backbone for phase 1 schools
- Pay recurring charges
- Provide Internet access from different places within the school
- Etc.

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Final remarks

☞ Corrective actions have continued

- Actions consistent with strategies
- Additional evidence available

☞ Significant progress accomplished

- Regardless of contractual issues

☞ Project status closely watched

☞ All important aspects being addressed

☞ “Vendor pushing strategy” continues

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EXHIBIT V

- PRDOE's update presentation to USAC of October 1, 2002

Status of School Network Project (ERate Funded)

Puerto Rico Department of Education

Visit # 3

Oct 1, 2002

Background Details

- Previous presentations
 - Jan 15, 2002
 - April 26, 2002
- Integrated three sided strategy
 - Center (network)
 - Schools
 - PRDOE (central office)

Background Details

- Significant fund commitment
 - Children's Trust Fund
 - QZAB funds
 - Local funds
- Significant amount of funds already invested
 - At least 136 million

Oct 1, 2002

(Confidential)

3

Background Details

- Significant progress achieved
 - Progress supported by evidence
- USAC reaction from last meeting
 - Statutory analysis being performed
 - "It will take longer than weeks"
 - "Keep working and keep us informed"
- Issues
 - Funding for year 4 still pending
 - Year 5 application also pending
 - Form 470 for year 6

Oct 1, 2002

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Three Sided Strategy: Center

- Detailed evaluation for all schools

- April 26:

- Preliminary findings confirmed

- Servers and comm equipment installed in inappropriate places (24%)
 - Inappropriate electrical connections (48%)
 - Inappropriate security (40.5%)
 - Lack of ventilation in cabinets (38%)

Oct 1, 2002

(Confidential)

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Three Sided Strategy: Center

- Detailed evaluation for all schools

- Oct 1:

- Preliminary findings already addressed in 400 schools ("Proyecto 400")

- New cabinets (larger size, properly located, UPS, fans, proper electrical outlets, 12 additional drops in school library)
 - More than 1 million dollars invested by Puerto Rico Telephone
 - Exhibit 1: School setup pictures
 - OldSetup1, OldSetup2, NewSetup1, NewSetup2, NewSetup3
 - But, additional resources needed for remaining Phase 1 schools

Oct 1, 2002

(Confidential)

6

Three Sided Strategy: Center

- Seek accountability from vendors

- Jan 15:

- In 2 months we went from 2 schools to 216

- April 26:

- In the following month we went from 216 schools to less than 100
 - One Internet access contract cancel led
 - But then back again to 318+ schools communicated and accessing Internet
 - Only phase 1 schools

Oct 1, 2002

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Three Sided Strategy: Center

- Seek accountability from vendors

- Oct 1:

Line availability	
% availability	# of schools
95 to 100	182
80 to 94.9	297
50 to 79.9	111
0.5 to 49.9	90
0	70
Total	750

- 479 schools with 80%+ availability

Oct 1, 2002

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Three Sided Strategy: Center

- Seek accountability from vendors

- Oct 1:

Server validation	
Schools validating:	# of schools
Overall (since March 20)	591
Last week	458
Last Friday	418

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Three Sided Strategy: Center

- Seek accountability from vendors

- Oct 1:

- Projecto 400 already finished
 - Big emphasis being placed on improving line availability and server validation
 - Detailed statistics collected and analyzed
 - Exhibit 2: Availability table

Oct 1, 2002

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Three Sided Strategy: Center

- Centralized administration/support approach

- April 26:

- Has proven to be very useful, particularly for:
 - Troubleshooting, server administration and software distribution,
 - "Wake on LAN" capability required on servers

Oct 1, 2002

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Three Sided Strategy: Center

- Centralized administration/support approach

- Oct 1:

- Continues to prove useful for:
 - Troubleshooting, server administration and software distribution
 - Many schools remotely configured
 - New servers for school laboratories will have "Wake on LAN" capability
 - Exhibit 3: Remote administration
 - RemoteAdmin1
 - RemoteAdmin2

Oct 1, 2002

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Three Sided Strategy: Schools

- Provide computers to schools
 - April 26:
 - Laboratory installation
 - 42 laboratories ready to be used
 - 25 new fixed laboratories about to be finished (by May 1)
 - 33 new labs (fixed + mobile) being installed

Oct 1, 2002

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13

Three Sided Strategy: Schools

- Provide computers to schools
 - April 26:
 - Computer bid been conducted
 - 3,000 desktop computers
 - To provide quick access to Internet
 - Temporary alternative
 - Installing laboratories takes longer (procurement time, implementation time)
 - New bid for laboratories
 - 300 new laboratories

Oct 1, 2002

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Three Sided Strategy: Schools

- Provide computers to schools
 - Oct 1:
 - 67 laboratories already installed
 - 25 fixed + 42 mobile
 - 35 new ones being installed
 - 19 fixed + 16 mobile
 - 102 laboratories in total
 - Exhibit 4: Video on fixed laboratories
 - FixedLabsVideo
 - Exhibit 5: Pictures on mobile labs
 - Mobile1
 - Mobile2

Oct 1, 2002

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Three Sided Strategy: Schools

- Provide computers to schools
 - Oct 1:
 - 3,300 computers already ordered from special bid (2/school)
 - To provide quick access to Internet
 - Exhibit 6: Purchase order1, Purchase order2
 - New bid for laboratories already opened
 - 400 new laboratories (instead of 300)
 - Mobile + fixed
 - Proposals received on August 16
 - Exhibit 7: NewspaperAdForBid

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Three Sided Strategy: Schools

- Design/implement teacher training program
 - April 26:
 - 12,498 teachers trained as of Jan 15
 - 4,300 extra teachers trained by the end of this semester
 - 3,000 teachers to be trained during summer

Oct 1, 2002

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Three Sided Strategy: Schools

- Design/implement teacher training program
 - Oct 1:
 - 5,854 teachers trained last semester
 - 5,248 teachers trained during the summer
 - 23,000+ teachers trained so far
 - 4,000 extra teachers to be trained this semester
 - Exhibit 8: Teachers trained/funds spent
 - TablaTotalMaestrosAdiestrados
 - TablaPresupuestoAdiestramientoMaestros

Oct 1, 2002

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Three Sided Strategy: Schools

- Design/implement teacher training program

- Oct 1:

- New teacher survey being conducted
 - 27,455 teachers answered so far (65%)
 - Very encouraging results
 - Exhibit 9: Teacher survey results

Oct 1, 2002

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Three Sided Strategy: Schools

- Design/implement programs to start using technology as a teaching tool

- April 26:

- Training conducted for 155 teachers from 31 "Escuelas de Iniciativa"
 - Course delivery system (Blackboard), productivity tools
 - More than 150 activities already designed
 - Mobile labs already being used

Oct 1, 2002

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